

Hospital Turnaround Times Not w/in 30 Minutes Emergency Services



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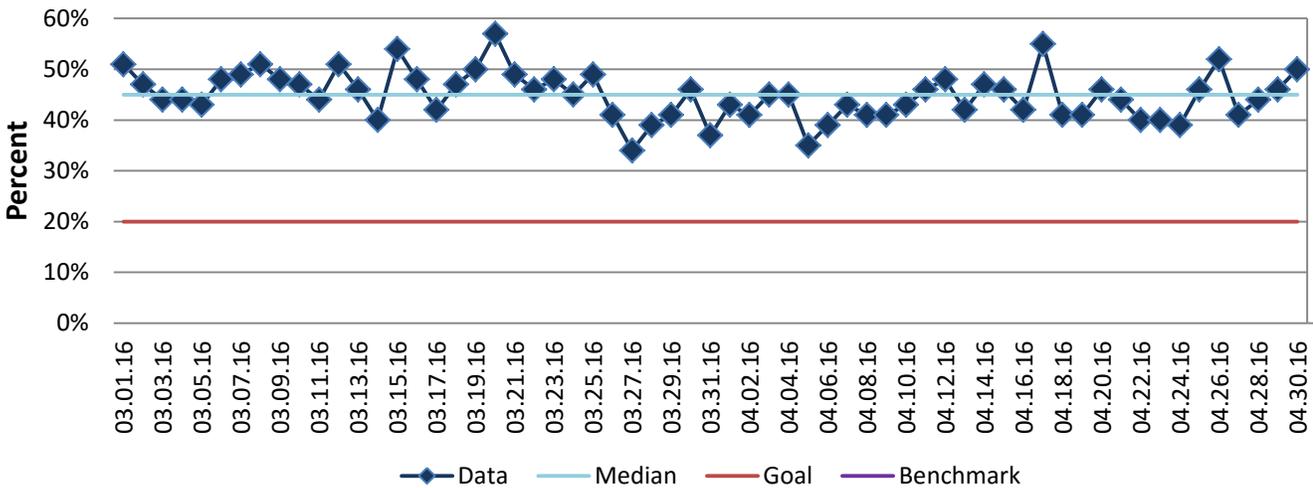
Process: Emergency Patient Management - High Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 854 avg weekly defects (3/13-6/13) Current: 712 avg weekly defects (3/16-4/16) Goal: No more than 20% of Downtimes exceed 30 minutes Benchmark: TBD	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The percent of EMS runs in which the EMS unit did not clear from the hospital within 30 minutes Why Measure: Increase available units, reduce response times Next Improvement Step: Gather data from crews and hospital observation to inform setting an appropriate goal

How Are We Doing?

03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
20%	44%		20%	50%	
Percent	Percent		Percent	Percent	

Hospital Turnaround Times Not w/in 30 Minutes (by day)



Hospital Turnaround Times Not w/in 30 Minutes (by month)

